

Novell ZENworks 11 SP2 Release Candidate 1

February 2012

Novell®

The information in this Readme pertains to Novell ZENworks 11 Support Pack 2 Release Candidate 1, the product that provides a comprehensive cross platform management for servers and workstations such as Linux, Windows, and Macintosh.

1 Before You Install or Upgrade

Before you start installing or upgrading to ZENworks 11 SP2 Release Candidate 1, review the information in the following sections:

- ◆ [Section 1.1, “What’s New,” on page 1](#)
- ◆ [Section 1.2, “Supported Platforms and Installation Instructions,” on page 1](#)
- ◆ [Section 1.3, “Upgrade Prerequisites and Instructions,” on page 1](#)
- ◆ [Section 1.4, “Additional Product Documentation,” on page 2](#)
- ◆ [Section 1.5, “Installation Issues,” on page 2](#)
- ◆ [Section 1.6, “Upgrade Issues,” on page 4](#)

This product contains undocumented utilities that Novell Support might use to diagnose or correct problems.

1.1 What’s New

For detailed information about the new features or enhancements in ZENworks 11 SP2 Release Candidate 1, see the *What’s New* (http://www.novell.com/documentation/beta/zenworks112/zen11_upgrade/data/bwxdpeb.html) section in the *Novell ZENworks 11 SP2 Upgrade Guide* (http://www.novell.com/documentation/beta/zenworks112/zen11_upgrade/data/bookinfo.html).

1.2 Supported Platforms and Installation Instructions

See the *Novell ZENworks 11 SP2 Installation Guide* (http://www.novell.com/documentation/beta/zenworks112/zen11_installation/data/bookinfo.html).

1.3 Upgrade Prerequisites and Instructions

For detailed information on prerequisites and instructions for upgrading Primary Servers, Satellites, and managed devices to ZENworks 11 SP2 Release Candidate 1, see the *Novell ZENworks 11 SP2 Upgrade Guide* (http://www.novell.com/documentation/beta/zenworks112/zen11_upgrade/data/bookinfo.html).

1.4 Additional Product Documentation

This Readme lists the issues specific to ZENworks 11 SP2. For all other ZENworks 11 SP2 documentation, see the *Novell ZENworks 11 SP2 documentation Web site* (<http://www.novell.com/documentation/beta/zenworks112/>).

1.5 Installation Issues

This section contains information about issues that might occur when you install ZENworks 11 SP2.

- ♦ [Section 1.5.1, “ZENworks 11 SP2 Release Candidate 1 is bundled with some unsigned ZENworks browser components,” on page 2](#)
- ♦ [Section 1.5.2, “Some ZENworks partitions must be fixed in order to work with Configuration Management,” on page 2](#)
- ♦ [Section 1.5.3, “Time synchronization causes invalid certificate errors,” on page 3](#)
- ♦ [Section 1.5.4, “You might be prompted to reboot the ZENworks Server twice if only ZENworks Asset Management is installed on the server,” on page 3](#)
- ♦ [Section 1.5.5, “Server or Agent installation takes a long time to finish,” on page 3](#)
- ♦ [Section 1.5.6, “Unable to install a Primary Server with a user configured to a User Source where SSL is enabled,” on page 3](#)
- ♦ [Section 1.5.7, “ZENworks Installation completes on a device with a warning message that Preboot service is not running,” on page 4](#)
- ♦ [Section 1.5.8, “During installation of ZENworks on Linux, some of the language options are not displayed when you leave the EULA page.,” on page 4](#)

1.5.1 ZENworks 11 SP2 Release Candidate 1 is bundled with some unsigned ZENworks browser components

When you install certain ZENworks browser components, you might encounter a security warning because the components are unsigned.

Workaround: You can ignore the security warning and continue to install the ZENworks components.

1.5.2 Some ZENworks partitions must be fixed in order to work with Configuration Management

If your environment is running the Novell ZENworks Linux Management - Dell Edition and you created ZENworks partitions on your clients, the partition no longer works and the update fails when the partition is booted to update your clients to ZENworks 11 SP2 Configuration Management.

Workaround: Before you install ZENworks 11 SP2 Configuration Management in your environment, create a scripted imaging task and force all ZENworks partitions to run it in preparation to update to Configuration Management.

Create the following script to fix the `/etc/ZUupdate.sig` file in the `initrd` resource file:

```
export PATH=/sbin:/usr/sbin:/bin:/usr/bin:/sbin
mount $ZENDEVICE /mnt/harddisk
cp /mnt/harddisk/boot/loader/initrd /initrd.gz
#make a backup of initrd
cp /mnt/harddisk/boot/loader/initrd /mnt/harddisk/boot/loader/initrd.sav
gunzip /initrd.gz
mount -o loop /initrd /mnt/cdrom
cp /mnt/cdrom/etc/ZUpdate.sig /
dos2unix /ZUpdate.sig
cp /ZUpdate.sig /mnt/cdrom/etc
umount /mnt/cdrom
gzip -v9c /initrd > /mnt/harddisk/boot/loader/initrd
umount /mnt/harddisk
```

1.5.3 Time synchronization causes invalid certificate errors

If time is not synchronized on the network before you install the ZENworks services, you might see invalid certificate errors because the certificates have dates that are in the future and are therefore invalid.

Workaround: Make sure that your network time is synchronized before you install the ZENworks services. Make sure to include ZENworks back-end servers in the synchronization.

1.5.4 You might be prompted to reboot the ZENworks Server twice if only ZENworks Asset Management is installed on the server

The installer prompts for the first reboot after completing the installation of ZENworks Asset Management. The server prompts for a reboot again to remove any additional packages that might have been installed while installing ZENworks Asset Management.

Workaround: None

1.5.5 Server or Agent installation takes a long time to finish

When you install the ZENworks Server or ZENworks Adaptive Agent on a virtual machine, the installation takes much more time than normal and can appear to hang. This can be caused by the VM operating system not matching the operating system specified during creation of the VM. For example, Windows Vista is selected as the Guest OS for the VM during creation but the actual guest operating system is Windows 7.

Workaround: Allow adequate time for the installation to complete (up to 4 hours).

Workaround: Upgrade your hypervisor software to a version that has a Guest OS that matches the VMs operating system. For example, Windows 7 and Windows Server 2008 R2 (x64) are not natively supported in VMware Workstation versions earlier than 7.0 or ESX/ESXi versions before ESXi 4.0.0 Build 208167.

1.5.6 Unable to install a Primary Server with a user configured to a User Source where SSL is enabled

When you try to add an additional Primary Server by using the administrator user created in the User Source, the installation log file displays the following message:

```
<Message><MessageID><![CDATA[0000]]></
MessageID><MessageString><![CDATA[ConfigureAction failed!:
com.novell.zenworks.datamodel.exceptions.InternalDataModelException:com.novell
1.zenworks.datamodel.exceptions.UntrustedCertificateException:com.novell.zenw
orks.datamodel.exceptions.UntrustedCertificateException:javax.naming.Communic
ationException: simple bind failed:<server:port> [Root exception
isjavax.net.ssl.SSLHandshakeException:
java.security.cert.CertificateException:No trusted certificate found]
```

Workaround: You must use the administrator users created in ZENworks 11 SP2. Users configured in a User Source where SSL is enabled might not be able to add additional Primary Servers to the zone.

For more information on creating a user, see the [ZENworks 11 SP2 System Administration Reference \(http://www.novell.com/documentation/beta/zenworks112/zen11_system_admin/data/bookinfo.html\)](http://www.novell.com/documentation/beta/zenworks112/zen11_system_admin/data/bookinfo.html).

1.5.7 ZENworks Installation completes on a device with a warning message that Preboot service is not running

During the ZENworks 11 SP2 installation on a device, if you choose to activate one or more products other than ZENworks 11 SP2 Configuration Management, the ZENworks installer displays the following warning messages:

- ♦ **On the device:** There appears to be a problem with one or more of the ZENworks components.
- ♦ **In the Install log file:** Novell ZENworks Preboot Service Installed, but not running.

Even though the Preboot service is installed on the device, it is not up and running because ZENworks Configuration Management is not activated on the device.

Workaround: Ignore the message.

1.5.8 During installation of ZENworks on Linux, some of the language options are not displayed when you leave the EULA page.

When you install ZENworks on Linux through the SSH client in the console mode, some of the language options are not displayed when you leave the EULA page. This happens because the SSH client does not support UTF-8 characters.

Workaround: Enable UTF-8 character support in SSH.

1.6 Upgrade Issues

This section contains information about issues that might occur when you upgrade to ZENworks 11 SP2.

- ♦ [Section 1.6.1, “The Scripting policy is not supported by the ZENworks 11 Adaptive Agent,” on page 5](#)
- ♦ [Section 1.6.2, “A system update fails on a device on which an antivirus application is running,” on page 5](#)
- ♦ [Section 1.6.3, “The hyperlinks in custom reports do not work when you upgrade to ZENworks 11 SP2 Reporting Server.,” on page 5](#)

- ◆ Section 1.6.4, “After upgrading from an older version of ZENworks (10.3 or 11), Discover Applicable Updates fails on newly added devices,” on page 5
- ◆ Section 1.6.5, “A warning message is displayed while upgrading to ZENworks 11 SP2 on a Windows server that has Cumulative Agent Patch installed,” on page 6
- ◆ Section 1.6.6, “On a Linux device, the LPMSystemUpdate action fails during the ZENworks 11 SP2 media-based upgrade.,” on page 6
- ◆ Section 1.6.7, “An error message is displayed while upgrading to ZENworks 11 SP1a on a device that has Patch Management installed,” on page 6

1.6.1 The Scripting policy is not supported by the ZENworks 11 Adaptive Agent

ZENworks 11 SP2 Endpoint Security Management includes a new Scripting policy. The Scripting policy is not supported on devices running the ZENworks 11 Adaptive Agent.

If, after you upgrade your ZENworks 11 Server to 11 SP2, you create a Scripting policy and publish it to users or devices, any device that is running the ZENworks 11 Adaptive Agent does not apply the Scripting policy. The policy is listed on the agent’s *Policies* tab, but the information is incomplete.

Workaround: Update the agent to ZENworks 11 SP2 Adaptive Agent.

1.6.2 A system update fails on a device on which an antivirus application is running

A system update of the ZENworks Adaptive Agent might fail if you have an antivirus application running on the device you are attempting to update.

Workaround: Prior to deploying the system update refer to your antivirus documentation and make the required configuration changes to allow exclusions.

For more information, see [TID 7007545 \(http://www.novell.com/support/\)](http://www.novell.com/support/)

1.6.3 The hyperlinks in custom reports do not work when you upgrade to ZENworks 11 SP2 Reporting Server.

In a custom report, if you add a hyperlink that refers to a predefined report using the report ID, the hyperlink does not work after you upgrade to ZENworks 11 SP2 Reporting Server.

Workaround: After you upgrade to ZENworks 11 SP2 Reporting Server, you need to edit the hyperlink to refer to the same predefined report. To avoid this issue, it is a good practice to add hyperlinks using report names instead of report IDs. For more information on how to create hyperlinks using report names, see the [BusinessObjects Enterprise documentation \(http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_opendocument_en.pdf\)](http://help.sap.com/businessobject/product_guides/boexir31SP3/en/xi31_sp3_opendocument_en.pdf).

1.6.4 After upgrading from an older version of ZENworks (10.3 or 11), Discover Applicable Updates fails on newly added devices

After you upgrade from an older version of ZENworks (10 SP3 or 11), Discover Applicable Updates (DAU) might fail on newly added devices until the next patch management subscription is updated. After the DAU bundle is updated by the subscription and the version is incremented, these issues are resolved. This issue does not impact the existing 10.x or 11 agents because they already have the `analyze.exe` module and should be able to continue to execute the old DAU. They will then receive an updated patch agent when the subscription service updates the DAU bundle.

1.6.5 A warning message is displayed while upgrading to ZENworks 11 SP2 on a Windows server that has Cumulative Agent Patch installed

While upgrading from ZENworks Configuration Management 10.3.x or 11 to ZENworks 11 SP2, a warning message is displayed for files that have been copied previously as a part of a Cumulative Agent Patch. This is because, when you download a file on a Windows device, a flag is set for the file indicating that it is not secured. When the files are extracted using the Windows's extractor, the flag is set for all the extracted files.

Workaround: Before upgrading to ZENworks 11 SP2, unblock each file on the server that has already applied the Cumulative Agent Patch. For more information on how to unblock the files, see [TID 7009076 \(http://www.novell.com/support/\)](http://www.novell.com/support/)

1.6.6 On a Linux device, the LPMSystemUpdate action fails during the ZENworks 11 SP2 media-based upgrade.

While upgrading a Linux device from ZENworks 11 to ZENworks 11 SP2 the `LPMSystemUpdateConfigureAction` fails, displaying an error.

Workaround: Perform the following steps:

- 1 Navigate to the configure script file in the following location: `/opt/novell/zenworks/bin`.
- 2 Modify the last line in the file from `Xms64m -Xmx256m` to `-Xms64m - Xmx512m`.
- 3 Rename the system update log folder (`50110100001e69ca2ccb2865b42bf7b3`). This folder can be accessed from the following location: `/var/opt/novell/log/zenworks/system-update/`
- 4 Run the upgrade again.

1.6.7 An error message is displayed while upgrading to ZENworks 11 SP1a on a device that has Patch Management installed

If the ZENworks 11 SP1a install is currently in evaluation mode, you may see the following error message in the *Bundles* section, under *Patch Management*:

```
You must have valid patch subscription to use this feature
```

Workaround: You need to first deactivate and then reactivate ZENworks Patch Management.

2 Operational Known Issues

This section contains information about ZENworks 11 issues that might occur while you work with ZENworks 11 SP2:

- ♦ [Section 2.1, “General Issues,” on page 7](#)
- ♦ [Section 2.2, “AdminStudio,” on page 8](#)
- ♦ [Section 2.3, “Asset Inventory,” on page 9](#)
- ♦ [Section 2.4, “Asset Management,” on page 11](#)
- ♦ [Section 2.5, “Bundles,” on page 11](#)
- ♦ [Section 2.6, “Endpoint Security Management,” on page 12](#)
- ♦ [Section 2.7, “Intel Active Management Technology,” on page 14](#)

- ◆ Section 2.8, “Linux Package Management,” on page 15
- ◆ Section 2.9, “Locations,” on page 15
- ◆ Section 2.10, “Logging In,” on page 16
- ◆ Section 2.11, “Personality Migration,” on page 16
- ◆ Section 2.12, “Policies,” on page 17
- ◆ Section 2.13, “Remote Management,” on page 17
- ◆ Section 2.14, “Reporting,” on page 18
- ◆ Section 2.15, “Satellites,” on page 22
- ◆ Section 2.16, “ZENworks Adaptive Agent,” on page 23
- ◆ Section 2.17, “Zman,” on page 24

2.1 General Issues

This section contains information about the general issues that might occur while you work with ZENworks 11 SP2.

- ◆ Section 2.1.1, “Keyboard support for selecting an application on the toolbar is not available,” on page 7
- ◆ Section 2.1.2, “ZENworks settings might not be immediately applied to the devices,” on page 7
- ◆ Section 2.1.3, “Concurrently performing operations in multiple sessions of ZENworks Control Center might result in an exception,” on page 8
- ◆ Section 2.1.4, “Calculating the Web application usage differs for Internet Explorer and Firefox browsers,” on page 8
- ◆ Section 2.1.5, “Changes applied to Ignore Dynamic Group settings are not taking effect immediately,” on page 8
- ◆ Section 2.1.6, “Assignments made to User Dynamic Groups from a policy or a bundle might lead to errors,” on page 8

2.1.1 Keyboard support for selecting an application on the toolbar is not available

By default, Windows does not provide the keyboard support for the toolbar.

Workaround: Enable the accessibility options in Windows and use the Accessibility Wizard to enable mouse key settings. After you do this, mouse functions are controlled by using the numeric keypad.

2.1.2 ZENworks settings might not be immediately applied to the devices

The settings that you configure at the zone, in device folders, or on individual devices by using ZENworks Control Center or the zman commands might be applied to the devices after approximately 10 minutes.

Workaround: If you want the settings to be applied to the devices immediately after you configure them, manually run the following command on each managed device for which you have configured the settings:

```
zac ref bypasscache
```

2.1.3 Concurrently performing operations in multiple sessions of ZENworks Control Center might result in an exception

If ZENworks Control Center is opened in multiple browsers and you choose to perform an operation on an object in one browser when the same object is being modified or accessed in the other browser, an exception might occur.

For example, an error might occur if you update an object in one session of ZENworks Control Center when the same object has been deleted in another session of ZENworks Control Center.

Workaround: None.

2.1.4 Calculating the Web application usage differs for Internet Explorer and Firefox browsers

If you open multiple tabs in a Firefox browser, only the tab that is currently being viewed or that has input focus is monitored for usage. The tabs that are not in active usage are not monitored.

In Internet Explorer, the run-time usage is calculated for all open tabs, whether they are in active usage or not.

2.1.5 Changes applied to Ignore Dynamic Group settings are not taking effect immediately

During a session, if you change the option to ignore a Dynamic Group in the user source and then apply the changes, the changes might not happen immediately.

Workaround: Log out from ZENworks Control Center and log in again for the changes to take effect.

2.1.6 Assignments made to User Dynamic Groups from a policy or a bundle might lead to errors

If you have already assigned a policy or a bundle to User Dynamic Groups and select the option *IgnoreDynamicGroups* option in the user source, the assignments remain in the database which leads to the following error message:

External Reference Not found.

Workaround: Manually delete the assignments made from the policy or bundle.

2.2 AdminStudio

This section contains information about issues that might occur with the Standard Edition of AdminStudio 10 SP1.

- ♦ [Section 2.2.1, “Unable to install AdminStudio 10 SP1 on a 64-bit Windows XP SP2 device,” on page 8](#)

2.2.1 Unable to install AdminStudio 10 SP1 on a 64-bit Windows XP SP2 device

When you try to install AdminStudio 10 on a 64-bit Windows XP SP2 device, the following error message is displayed:

The system administrator has set policies to prevent this installation.

Workaround: To enable the installation of AdminStudio 10, perform the following steps:

- 1 Click *Start > Settings > Control Panel > Administrative Tools > Local Security Policy*.
- 2 In the left pane, right-click *Software Restriction Policies* and select *New Software Restriction Policy*.
- 3 Click *Software Restriction Policies*.
Enforcement is displayed in the right pane.
- 4 Double-click *Enforcement* and apply the software restriction policy to *All software files* and *All users except local administrators*.
- 5 Restart the device.

2.3 Asset Inventory

This section contains information about issues that might occur when you use Asset Inventory.

- ♦ [Section 2.3.1, “KB Merge failure might occur when Primary Servers are on different operating systems,” on page 9](#)
- ♦ [Section 2.3.2, “Inventory Only agent fails to install on RHEL 6.1 devices,” on page 10](#)
- ♦ [Section 2.3.3, “Deleting a previously created administrator-defined field does not remove the associated Dynamic Server or Workstation Group,” on page 11](#)

2.3.1 KB Merge failure might occur when Primary Servers are on different operating systems

If there are multiple types of operating systems in an environment and if one Primary Server is on Windows and another Primary Server is on Linux, KB Merge might not finish in some cases. You see the following error message in ZENworks Control Center:

An error occurred during the KB Merge. If this problem persists, please contact Technical Support.

Workaround: If the first Primary Server is on Windows and the second Primary Server is on Linux, modify the pathnames for the second Primary Server:

- 1 On the Linux Primary Server, go to `/var/opt/novell/zenworks/tmp/kb/pre`.
- 2 The filenames currently have the path as part of the filename. Rename the following files by removing the `C:\Program Files (x86)\Novell\ZENworks\conf\pru\` path:

Change Filename From	Change Filename To
C:\Program Files (x86)\Novell\ZENworks\conf\pru\ship.kb	ship.kb
C:\Program Files (x86)\Novell\ZENworks\conf\pru\pruver.tkb	pruver.tkb
C:\Program Files (x86)\Novell\ZENworks\conf\pru\iv.kb	iv.kb
C:\Program Files (x86)\Novell\ZENworks\conf\pru\LC_TallyProduct.txt	LC_TallyProduct.txt

Change Filename From	Change Filename To
C:\Program Files (x86)\Novell\ZENworks\conf\pru\LC_TallyProduct Map.txt	LC_TallyProductMap.txt
C:\Program Files (x86)\Novell\ZENworks\conf\pru\LC_TallyProduct Suite.txt	LC_TallyProductSuite.txt
C:\Program Files (x86)\Novell\ZENworks\conf\pru\LC_TallyProduct SuiteMap.txt	LC_TallyProductSuiteMap.txt

3 To trigger the KB Merge process in ZENworks Control Center, select *Configuration > Asset Inventory > Local Software Products*.

4 Select the products, click *Action*, then select *Update knowledgebase with Local Product Changes* to apply the changes.

Workaround: If the first Primary Server is on Linux and the second Primary Server is on Windows, modify the pathnames for the second Primary Server:

1 In the Windows Primary Server, go to %ZENWORKS_HOME%\temp\kb\pre.

2 The filenames currently have the path as part of the filename. Rename the following files by removing the /etc/opt/novell/zenworks/pru/ path:

Change Filename From	Change Filename To
/etc/opt/novell/zenworks/pru/ship.kb	ship.kb
/etc/opt/novell/zenworks/pru/pruver.tkb	pruver.tkb
/etc/opt/novell/zenworks/pru/iv.kb	iv.kb
/etc/opt/novell/zenworks/pru/ LC_TallyProduct.txt	LC_TallyProduct.txt
/etc/opt/novell/zenworks/pru/ LC_TallyProductMap.txt	LC_TallyProductMap.txt
/etc/opt/novell/zenworks/pru/ LC_TallyProductSuite.txt	LC_TallyProductSuite.txt
/etc/opt/novell/zenworks/pru/ LC_TallyProductSuiteMap.txt	LC_TallyProductSuiteMap.txt

3 To trigger the KB Merge process in ZENworks Control Center, select *Configuration > Asset Inventory > Local Software Products*.

4 Select the products, click *Action*, then select *Update knowledgebase with Local Product Changes* to apply the changes.

2.3.2 Inventory Only agent fails to install on RHEL 6.1 devices

Installing the Inventory Only agent on RHEL 6.1 devices fails because of an OpenSSL dependency.

Workaround: Ensure that you install OpenSSL before installing the Inventory Only agent on RHEL 6.1 devices.

2.3.3 Deleting a previously created administrator-defined field does not remove the associated Dynamic Server or Workstation Group

If an administrator-defined field is used for creating a Dynamic Server or Workstation Group and the field is then deleted, the group continues to exist without any rules.

Workaround: Select the device group and delete it manually.

2.4 Asset Management

This section contains information about issues that might occur when you use Asset Management.

- ♦ [Section 2.4.1, “The Mozilla Firefox browser does not follow file URLs on a page that it has retrieved with the HTTP protocol,” on page 11](#)

2.4.1 The Mozilla Firefox browser does not follow file URLs on a page that it has retrieved with the HTTP protocol

For security purposes, Mozilla Firefox blocks links to local files and directories from remote files. This includes linking to files on your hard drive, on mapped network drives, and linking to files that are accessible from Uniform Naming Convention (UNC) paths.

Workaround: Use the NoScript add-on from Mozilla to unblock the file URLs.

- 1 Install the NoScript add-on, then in the Firefox browser, click *Tools > Add-ons > Extensions*.
- 2 For the NoScript add-on, click *Options > Advanced > Trusted*.
- 3 Select *Allow local links* and then click *OK*.

For more workaround options, go to the [Mozillazine Web page \(http://kb.mozillazine.org/Links_to_local_pages_don%27t_work\)](http://kb.mozillazine.org/Links_to_local_pages_don%27t_work).

2.5 Bundles

This section contains information about issues that might occur when you use bundles in ZENworks Configuration Management.

- ♦ [Section 2.5.1, “The Install directory action for bundles does not upload empty directories on the managed device.” on page 11](#)
- ♦ [Section 2.5.2, “If you use an exported XML file to create a bundle in a new Zone, the network access credentials of the new object are incorrect.” on page 12](#)

2.5.1 The Install directory action for bundles does not upload empty directories on the managed device.

When you add the `installdirectory` action to a bundle by selecting the *Upload all files within the source directory as a single package* option, if there are any empty folders at any level in the selected content, they are not created on the managed device.

Workaround: None

2.5.2 If you use an exported XML file to create a bundle in a new Zone, the network access credentials of the new object are incorrect.

If a ZENworks bundle refers to a credential object and you export the bundle to an XML file, the exported XML file contains the GUID of the credential. If you subsequently create a bundle in another Zone by using the same exported XML file, the object that is created does not find a credential that has the same GUID in the new Zone. The credential field in the new bundle is empty.

Workaround: None

2.6 Endpoint Security Management

This section contains information about issues that might occur when you use ZENworks Endpoint Security Management.

- ♦ [Section 2.6.1, “Forcing an immediate update of Endpoint Security zone settings,” on page 12](#)
- ♦ [Section 2.6.2, “Path-based exceptions for Windows Firewall are not working,” on page 12](#)
- ♦ [Section 2.6.3, “Windows components continue to be disabled after uninstalling the ZENworks Adaptive Agent,” on page 13](#)
- ♦ [Section 2.6.4, “Data Encryption incompatible with Dell ControlPoint Security Manager on Tablet PCs,” on page 13](#)

2.6.1 Forcing an immediate update of Endpoint Security zone settings

By default, Management Zone settings are cached on the ZENworks Server and the cache is updated every 10 minutes. Because of this, if a change is made to a zone setting, devices don't receive the changes until the next cache update, which might be as long as 10 minutes.

For ZENworks Endpoint Security Management, the following are stored as zone settings:

- ♦ Location and network environment settings
- ♦ Zone security policies
- ♦ Effective policy report settings
- ♦ Data encryption keys

If you change any of these settings and you want to apply them immediately to a device, you must use the `zac` command line utility on the device to bypass the ZENworks Server cache and retrieve the new settings. To do so, run the following command on the device:

```
zac ref general bypasscache
```

2.6.2 Path-based exceptions for Windows Firewall are not working

After enforcement of a Data Encryption policy on a Windows XP/Vista/7 device, Windows XP and Windows Vista users are unable to add new path-based exceptions to the Windows Firewall through the Windows Firewall interface. For Windows XP/Vista/7, all path-based exceptions that existed on devices prior to enforcement of the Data Encryption policy no longer work.

Workaround: To add new path-based exceptions on Windows XP and Windows Vista:

- 1 In the Windows registry, locate the following key:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Zesocc
```

- 2 Locate the ReparseExclusions value.

This is a REG_MULTI_SZ value that is prepopulated with the following string:

```
\PROGRAM FILES\NOVELL\ZENWORKS\BIN\NZRWINVNC.EXE
```

- 3 To add another application, double-click the ReparseExclusions value and specify the application path in the Value Data list.

Do not include the drive letter in the path. The path is relative to the root, as shown under [Step 2](#).

- 4 Reboot the computer.

- 5 Add the applications through the Windows Firewall interface.

Workaround: To enable existing path-based exceptions to work on Windows XP/Vista/7:

- 1 In the Windows registry, locate the following key:

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Zesocc
```

- 2 Locate the ReparseExclusions value.

This is a REG_MULTI_SZ value that is prepopulated with the following string:

```
\PROGRAM FILES\NOVELL\ZENWORKS\BIN\NZRWINVNC.EXE
```

- 3 To add an application already defined as an exception in the Windows Firewall, double-click the Re parse Exclusions value and specify the application path in the Value Data list.

Do not include the drive letter in the path. The path is relative to the root, as shown under [Step 2](#).

- 4 Reboot the computer.

2.6.3 Windows components continue to be disabled after uninstalling the ZENworks Adaptive Agent

After you remove the ZENworks Adaptive Agent from a device, a Windows component (such as WiFi, 1394 firewire, or modem) that was disabled by a security policy continues to be disabled.

Workaround: Remove the security policy prior to uninstalling the agent. As an alternative, after uninstalling the agent, use Windows Device Manager to enable the component.

2.6.4 Data Encryption incompatible with Dell ControlPoint Security Manager on Tablet PCs

If you apply a Data Encryption policy to a tablet PC that uses the Dell ControlPoint Security Manager, the device fails to reboot to the operating system.

The issue resides with the Dell ControlPoint Security Manager driver's (*wavxDMgr.sys*) excessive utilization of the file system stack. The same result is likely to occur with any file system filter driver that uses name resolution and is loaded after the Security Manager driver.

The Dell ControlPoint Security Manager provides the following features for the tablet PC: Dell ControlVault, Dell ControlPoint Security Manager, TPM7 1.2, and Optional Smart Card Reader (via Express Card slot through Dell S&P).

Workaround: Novell has requested Dell and Wave Systems to address the `WavxDMgr.sys` driver's utilization of the stack. Currently, the only workaround is to remove the `WavxDMgr.sys` driver.

- 1 In the device's Windows registry, go to `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\services\WavxDMgr`, then disable the `WavxDMgr.sys` driver by setting the `Start` value to 4.

If you cannot boot the device in Normal mode to access the Windows registry, boot the device in Safe mode.

- 2 After disabling the driver, reboot the device in Normal mode.
- 3 Uninstall the Dell ControlPoint Security Software via Add/Remove Programs.

2.7 Intel Active Management Technology

This section contains information about issues that might occur when you use Intel AMT in ZENworks Configuration Management.

- ♦ [Section 2.7.1, "An Intel AMT device is not discovered even after entering correct credentials," on page 14](#)
- ♦ [Section 2.7.2, "Unable to provision, unprovision, delete, or search an iAMT device through a search filter," on page 14](#)

2.7.1 An Intel AMT device is not discovered even after entering correct credentials

When you enter the credentials on an Intel AMT device during provisioning, the device is sometimes not discovered.

Workaround: To ensure that the device is discovered, use the following steps to reprovision the device:

- 1 Unprovision the device, then disable Remote Configuration.
- 2 Save the changes, then restart the device.
- 3 After the device has restarted, go to the BIOS screen, then enable Remote Configuration.
- 4 Enter the credentials, then provision the device.
- 5 Verify if the device is being discovered. Repeat [Step 1](#) through [Step 5](#) to reprovision the device until the device is discovered.

2.7.2 Unable to provision, unprovision, delete, or search an iAMT device through a search filter

If you restart the Novell ZENworks Loader Service while provisioning, unprovisioning, deleting, or searching an Intel AMT device through a search filter, the status of the device becomes suspended.

Workaround: Remove the Intel AMT device by unprovisioning it:

- 1 In ZENworks Control Center, click *Devices*.
- 2 Click *Discovered*.
- 3 Click the *Intel AMT Devices* link to view all the discovered Intel AMT devices.
- 4 Select an Intel AMT device that you want to provision, then click *Action > Unprovision*.

- 5 If you want to delete the Intel AMT device after unprovisioning fails, select the *Delete the device if unprovisioning fails* check box.
- 6 Click *OK*.

If you want to provision an Intel AMT device, you must configure it.

For more information on how to configure an AMT device, see the *Novell ZENworks 11 SP2 Out-Of-Band Management Guide* (http://www.novell.com/documentation/beta/zenworks112/zen11_outofband_mgmt/data/bookinfo.html)

2.8 Linux Package Management

This section contains information about issues that might occur when you use Linux Package Management in ZENworks Configuration Management.

- ♦ [Section 2.8.1, “The Terminate action set is not supported for Linux bundles and Linux Patch bundles on managed devices,” on page 15](#)

2.8.1 The Terminate action set is not supported for Linux bundles and Linux Patch bundles on managed devices

The Terminate action set is not supported for Linux bundles and Linux Patch bundles on managed devices.

Workaround: None.

2.9 Locations

This section contains information about issues that might occur when you work with locations and network environments in ZENworks 11 SP2.

- ♦ [Section 2.9.1, “IP address ranges are not supported by Network Environment services,” on page 15](#)

2.9.1 IP address ranges are not supported by Network Environment services

Only IP address ranges that follow the CIDR notation are supported by Network Environment services such as gateways, DNS servers and DHCP servers.

Workaround: You need to specify the IP address range by using the standard CIDR notation. For example, 123.45.167.100/24.

2.10 Logging In

This section contains information about issues that might occur when logging in to various locations in ZENworks 11 SP2.

- ♦ [Section 2.10.1, “The login to ZENworks Control Center fails in Internet Explorer when you use unsupported DNS characters in the server name,” on page 16](#)

2.10.1 The login to ZENworks Control Center fails in Internet Explorer when you use unsupported DNS characters in the server name

A Microsoft security fix (see Microsoft Knowledge Base article [312461 \(http://support.microsoft.com/default.aspx/kb/312461\)](http://support.microsoft.com/default.aspx/kb/312461)) disallows certain characters in DNS names by not returning cookies when those characters are used in the server’s name. Without cookies being returned, state information cannot be preserved across HTML requests, so the user cannot log in to ZENworks Control Center.

The only characters allowed for DNS names in Windows are the alphabetical characters (a-z), numbers, and the hyphen. For example, you cannot use an underscore character. Use a hyphen instead.

This issue does not occur with the Mozilla Firefox browser, even when it is runs on Windows.

Workarounds:

- ♦ Reference the IP address instead of its DNS name.
- ♦ Reference a valid DNS name for the IP address the server is using. For example, your server name might be A_Server.mycompany.com, but the DNS registration for the IP address might be Aserver.mycompany.com, which does work.
- ♦ If you only use Internet Explorer to run ZENworks Control Center, do not use underscores in your server names.

2.11 Personality Migration

This section contains information about issues that might occur when you use Personality Migration in ZENworks Configuration Management.

- ♦ [Section 2.11.1, “A password is required to span a PNP file to multiple files when Personality Migration is used as a standalone application,” on page 16](#)
- ♦ [Section 2.11.2, “Unable to install a printer on the destination device,” on page 17](#)
- ♦ [Section 2.11.3, “Unable to store or apply a PNP file on authenticated network shares,” on page 17](#)

2.11.1 A password is required to span a PNP file to multiple files when Personality Migration is used as a standalone application

If you choose to use the *Advanced File Options* to span the content to multiple files while saving the settings and data to a .`pnp` file, you must specify a password in the *Password to encrypt the PNP file* option.

Workaround: None

2.11.2 Unable to install a printer on the destination device

Unable to install a printer on the destination device

Workaround: Before migrating the printer settings from the source device to the destination device:

- 1 Create a directory named `PrinterDrivers` on any of the logical drives, such as C:, D:, or E:.
- 2 Download and copy the unzipped driver to the `PrinterDrivers` directory.

2.11.3 Unable to store or apply a PNP file on authenticated network shares

When you create bundles by using the Store Personality or Apply Personality actions, the bundles always run as a dynamic administrator. The dynamic administrator does not have the Read or Write access to the authenticated network shares, and therefore cannot store or apply a PNP file from authenticated network shares.

Workaround: To store and apply personalities, the user group *Everyone* should have Write and Read access to the shared location when you create bundles by using the Store Personality and Apply Personality actions.

2.12 Policies

This section contains information about the issues that might occur when you use ZENworks 11 SP2 Policy Management.

- ♦ [Section 2.12.1, “Roaming profiles do not work on Windows managed devices if the profiles are stored on a Windows 2008 R2 server,” on page 17](#)

2.12.1 Roaming profiles do not work on Windows managed devices if the profiles are stored on a Windows 2008 R2 server

Creating roaming profiles on a Windows 2008 R2 shared location is not supported for Windows managed devices. If you try accessing the roaming profile, Windows automatically logs in to a local or temporary profile.

Workaround: None.

2.13 Remote Management

This section contains information about issues that might occur when you use the Remote Management feature in ZENworks Configuration Management.

- ♦ [Section 2.13.1, “On a Windows XP device, the installation of ZENworks Adaptive Agent with the Remote Management component through Remote Desktop Connection fails,” on page 17](#)

2.13.1 On a Windows XP device, the installation of ZENworks Adaptive Agent with the Remote Management component through Remote Desktop Connection fails

If you remotely connect to a managed device through Remote Desktop Connection (RDP), then download and install the ZENworks Adaptive Agent, the installation does not complete and the Remote Desktop Connection program stops working.

Workaround: To fix the issue, download the patch from the [Microsoft Support Web site \(http://support.microsoft.com/kb/952132\)](http://support.microsoft.com/kb/952132) and install it on the managed device.

2.14 Reporting

The ZENworks Reporting solution is based on BusinessObjects Enterprise XI 3.1 Service Pack 3 (SP3). This section contains issues that might occur when you use ZENworks Reporting. To troubleshoot other error messages that you might encounter while you work with BusinessObjects Enterprise XI 3.1 SP3, see the [BusinessObjects XI documentation Web site \(http://help.sap.com/businessobject/product_guides/\)](http://help.sap.com/businessobject/product_guides/).

- ◆ Section 2.14.1, “Unable to launch the ZENworks Reporting Server InfoView after the session has expired,” on page 18
- ◆ Section 2.14.2, “Unable to launch the ZENworks Reporting Server InfoView,” on page 19
- ◆ Section 2.14.3, “The Report Engine Server fails to initialize after installing ZENworks Reporting Server,” on page 19
- ◆ Section 2.14.4, “ZENworks Reporting might fail when you log in to ZENworks Control Center by using an administrator account that was created in ZENworks 10 Configuration Management SP2,” on page 20
- ◆ Section 2.14.5, “The User Details Report data is not displayed if you choose to view it in a new browser window in Firefox 3.5,” on page 20
- ◆ Section 2.14.6, “If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work if the ZENworks database is an MS SQL Server database and the authentication mode is Windows Authentication,” on page 20
- ◆ Section 2.14.7, “ZENworks Reporting Server does not support some BusinessObjects XI 3.1 SP3 features,” on page 20
- ◆ Section 2.14.8, “ZENworks Reporting Server installation on a Windows Server 2008 R2 device fails,” on page 21
- ◆ Section 2.14.9, “The Launch Status object is not available after migrating the Reporting Server from ZENworks 10 Configuration Management SP3 to ZENworks 11 SP2,” on page 21
- ◆ Section 2.14.10, “The ZENworks Reporting Server InfoView displays junk characters when you create a directory in a Chinese locale,” on page 21
- ◆ Section 2.14.11, “Uninstallation of ZENworks Reporting Server in GUI mode hangs on OES 2 SP2 x86_64,” on page 22
- ◆ Section 2.14.12, “Using multiple filters to generate User Details Reports might result in inaccurate filtering of data,” on page 22

2.14.1 Unable to launch the ZENworks Reporting Server InfoView after the session has expired

You might encounter the following error message when the ZENworks Reporting Server InfoView session expires:

```
Unable to reconnect to the CMS <server-name>:6400. The session has been logged off or has expired. (FWM 01002)
```

Workaround: Do the following:

- 1 Delete the cookies from your browser.
- 2 Close all browser instances.
- 3 Log in to ZENworks Control Center, then launch the ZENworks Reporting Server InfoView.

2.14.2 Unable to launch the ZENworks Reporting Server InfoView

Unable to launch the ZENworks Reporting Server InfoView.

This problem might occur if the Central Management Server failed to start. The following error message is displayed in the %ZENWORKS_HOME%\logs\zcc.log file:

```
cause:com.crystaldecisions.enterprise.ocaframework.OCAFrameworkException$NotF
oundInDirectory: Server <Server_name>:6400 not found or server may be down
(FWM 01003)
cause:java.net.ConnectException: Connection refused: connect
detail:Server <Server_name>:6400 not found or server may be down (FWM 01003)
Connection refused: connect
detail:Server <Server_name>:6400 not found or server may be down (FWM 01003)
Connection refused: connect
```

Workaround 1: See the [Business Objects Board forum \(http://www.forumtopics.com/busobj/viewtopic.php?t=130869&sid=65493e4d62ff5f29ce532038996adab5\)](http://www.forumtopics.com/busobj/viewtopic.php?t=130869&sid=65493e4d62ff5f29ce532038996adab5).

Workaround 2: Contact [Novell Support \(http://www.novell.com/support\)](http://www.novell.com/support).

2.14.3 The Report Engine Server fails to initialize after installing ZENworks Reporting Server

The following error message is displayed when the Report Engine Server fails to initialize:

```
Cannot initialize Report Engine server. (Error: RWI 00226) (Error: INF)
```

This problem might occur when the Administrator tries to run the Web Intelligence Report (WEBi).

Workaround 1: Do the following:

- 1 Log out from the ZENworks Reporting Server InfoView.
- 2 Delete the cookies from your browser.
- 3 Close all browser instances.
- 4 Log in to ZENworks Control Center, then launch the ZENworks Reporting Server InfoView.

Workaround 2: If the error message is displayed even after deleting the browser cookies.

On Windows: Restart the Server Intelligence Agent:

- 1 From the desktop *Start* menu, click *Programs > ZENworks Reporting Server > ZENworks Reporting Server > Central Configuration Manager > Server Intelligence Agent* to display the Central Configuration Manager window.
- 2 Click *Restart*.
- 3 Wait 2 to 3 minutes for the services to restart.

On Linux: Restart the BusinessObjects Enterprise services:

- 1 Stop the BusinessObjects Enterprise services by running the following command as a *root* user:

```
/etc/init.d/BobjEnterprise120 stop
```
- 2 Wait 2 to 3 minutes for all the services to stop.

- 3 Start the BusinessObjects Enterprise services by running the following command as a root user:

```
/etc/init.d/BobjEnterprise120 start
```

- 4 Wait 2 to 3 minutes for all the services to start.

2.14.4 ZENworks Reporting might fail when you log in to ZENworks Control Center by using an administrator account that was created in ZENworks 10 Configuration Management SP2

ZENworks Reporting might not contain a reference to users that were created by using the ZENworks 10 Configuration Management SP2 user source. Therefore, ZENworks Reporting fails when you log in to ZENworks Control Center by using an administrator account (such as Administrator@windowdomain.com) created in ZENworks Configuration Management 10 SP2.

Workaround: On the ZENworks Reporting Server, use the following command to create users for the administrator account that was created by using the ZENworks 10 Configuration Management SP2 user source:

```
zman rpau complete_user_name
```

Replace the *complete_user_name* with the administrator account, such as Administrator@windowdomain.com.

2.14.5 The User Details Report data is not displayed if you choose to view it in a new browser window in Firefox 3.5

If you launch the ZENworks Reporting Server InfoView in Firefox 3.5, and you select *New Window* as the target window in the Create Hyperlink dialog box while linking a ZENworks Report to a User Details Report, the User Details Report data is not displayed in the new browser window.

Workaround: While linking a ZENworks Report to a User Details Report in a Firefox 3.5 browser, select *Current Window* as the target window in the Create Hyperlink dialog box.

2.14.6 If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work if the ZENworks database is an MS SQL Server database and the authentication mode is Windows Authentication

If ZENworks Reporting Server is installed on a Linux Primary Server, reporting does not work if the ZENworks database is an MS SQL Server database and the authentication mode is Windows Authentication

Workaround: See TID 7006288 at [Novell Support \(http://www.novell.com/support/microsites/microsite.do\)](http://www.novell.com/support/microsites/microsite.do).

2.14.7 ZENworks Reporting Server does not support some BusinessObjects XI 3.1 SP3 features

The following features of BusinessObjects XI 3.1 SP3 are not supported in ZENworks Reporting Server:

- ◆ Encyclopedia
- ◆ Crystal Reports
- ◆ My Dashboard

2.14.8 ZENworks Reporting Server installation on a Windows Server 2008 R2 device fails

If the IP Helper service is running on a Windows Server 2008 R2 device, the ZENworks Reporting Server installation fails.

Workaround: Disable the IP Helper service:

- 1 Click *Start > Settings > Control Panel > Administrative Tools > Services*.
- 2 Right-click *IP Helper*, then select *Properties*.
- 3 In the *Startup Type* drop-down list, select *Disabled*.
- 4 Click *Apply*, then restart the device.
- 5 Install ZENworks Reporting Server.

For more information on installing the ZENworks Reporting Server, see the [Reporting Server Installation Guide](http://www.novell.com/documentation/beta/zenworks112/zen11_installation_reportingserver/data/bookinfo.html) (http://www.novell.com/documentation/beta/zenworks112/zen11_installation_reportingserver/data/bookinfo.html).

2.14.9 The Launch Status object is not available after migrating the Reporting Server from ZENworks 10 Configuration Management SP3 to ZENworks 11 SP2

In the ZENworks Reporting Server InfoView, when you run a custom report for the Launch Status object under the Bundles and Policies folder created in ZENworks 10 Configuration Management SP3 in ZENworks 11 SP2, you might encounter the following error:

```
some objects are no longer available in the universe. See your Business Objects administrator. (Error WIS 00001)
```

Workaround: Click *OK* to close the error message dialog box, then do the following to add the Launch Status object:

- 1 Click *Edit Query*.
- 2 In the Universe pane, navigate to *ZENworks > Bundles and Policies > Deployment > Bundle details*.
- 3 Drag the Launch Status object to the Results Object pane.
- 4 Click *Run Query*.
- 5 Save the report.

2.14.10 The ZENworks Reporting Server InfoView displays junk characters when you create a directory in a Chinese locale

Workaround: Do the following:

- 1 In ZENworks Control Center, click *Reports*.
- 2 Click *ZENworks Reporting Server InfoView* to launch the ZENworks Reporting Server InfoView.
- 3 Right-click any Web Intelligence Report, then click *Schedule*.
- 4 In the Schedule pane, click *Formats and Destinations*.
- 5 Click *Output Format and Destination*.
- 6 In the Output Format panel, select the *Web Intelligence* check box.

- 7 In the Output Format Details panel, select the *File location* check box.
- 8 Click *Destinations Options and Settings*.
- 9 In the Options and Settings panel, deselect the *Use the Job Server's defaults* check box.
- 10 In the Directory option, specify the path to the directory on the destination device to save the report instance.
- 11 Fill in the appropriate fields, then click *Schedule*.

2.14.11 Uninstallation of ZENworks Reporting Server in GUI mode hangs on OES 2 SP2 x86_64

If you choose to uninstall the ZENworks Reporting Server from an OES 2 SP2 x86_64 machine by running the uninstallation program in the GUI mode, the program might take about 45 minutes to finish the uninstallation. During this time, the uninstallation program might appear to hang even though ZENworks Reporting Server is successfully uninstalled.

To verify that ZENworks Reporting Server has been uninstalled:

- 1 In ZENworks Control Center, click *Reports*.
- 2 Check whether the ZENworks Reporting Server InfoView is disabled.
- 3 Check whether the Business Objects Enterprise service directory was removed:

```
/etc/init.d/BobjEnterprise120 service
```

- 4 Check whether the Business Objects Enterprise directory was removed:

```
/opt/novell/zenworks/share/boe folder
```

- 5 Check the ZENworks Reporting Server uninstallation log file:

The `/var/opt/novell/log/zenworks/ZRSuninstall.log` file must display the following message:

```
ZRS Uninstallation Completed Successfully!
```

2.14.12 Using multiple filters to generate User Details Reports might result in inaccurate filtering of data

When you use multiple filters to generate a User Details Report, there is a possibility that the data in the generated report will not be filtered properly.

Workaround: None

2.15 Satellites

This section contains information about issues that might occur with Satellite devices in ZENworks 11 SP2.

- ♦ [Section 2.15.1, “Removing the Content role from a Satellite does not remove the device from the Closest Server Default Rule and Closest Server Rules,” on page 23](#)
- ♦ [Section 2.15.2, “The imaging content is replicated according to the default content replication schedule even if you change the schedule after promoting a managed device to an Imaging Satellite,” on page 23](#)

2.15.1 Removing the Content role from a Satellite does not remove the device from the Closest Server Default Rule and Closest Server Rules

If you remove the Content role from a Satellite device, the device is not automatically removed from the Closest Server Default Rule and the Closest Server Rules.

Workaround: Remove the Satellite device from the Server Hierarchy list. In ZENworks Control Center, click the *Configuration* tab > select the check box next to the Satellite device, click *Action*, then click *Remove Satellite Server*.)

2.15.2 The imaging content is replicated according to the default content replication schedule even if you change the schedule after promoting a managed device to an Imaging Satellite

If you change the Imaging content replication schedule for an Imaging Satellite, the imaging content is replicated from the Primary Server to the Satellite while promoting the managed device to the Imaging Satellite, by using the default schedule and not the revised schedule.

Workaround: To change the imaging content schedule after promoting a managed device to an Imaging Satellite:

- 1 Remove the Imaging role from the Satellite.

For detailed information on how to demote a Satellite to a managed device, see “[Removing the Roles from a Satellite \(http://www.novell.com/documentation/beta/zenworks112/zen11_system_admin/data/bojy6ea.html\)](http://www.novell.com/documentation/beta/zenworks112/zen11_system_admin/data/bojy6ea.html)” in the *ZENworks 11 SP2 System Administration Reference*.

- 2 Add the Imaging role to the Satellite, then configure the desired imaging content replication schedule while configuring the role.

For detailed information on how to add the Imaging role to a Satellite, see “[Adding and Configuring Satellite Devices \(http://www.novell.com/documentation/beta/zenworks112/zen11_system_admin/data/bdymd73.html\)](http://www.novell.com/documentation/beta/zenworks112/zen11_system_admin/data/bdymd73.html)” in the *ZENworks 11 SP2 System Administration Reference*.

2.16 ZENworks Adaptive Agent

This section contains information about issues that might occur with the ZENworks Adaptive Agent in ZENworks 11 SP2.

- ♦ [Section 2.16.1, “Bundle shortcut icons are not correctly displayed in the Start Menu of a Windows 7, Windows 2008, or Windows 2008 R2 device,” on page 23](#)

2.16.1 Bundle shortcut icons are not correctly displayed in the Start Menu of a Windows 7, Windows 2008, or Windows 2008 R2 device

If you have configured a bundle to display its shortcut in the managed device *Start* Menu and you assign this bundle to a Windows 7, Windows 2008, or Windows 2008 R2 device, the bundle shortcut icon is not correctly displayed in the *Start* menu.

Workaround: Download the patch from [Microsoft Support site \(http://support.microsoft.com/kb/980994\)](http://support.microsoft.com/kb/980994).

For more details, see TID 7005032 in the [Novell Support Knowledgebase \(http://support.novell.com/search/kb_index.jsp\)](http://support.novell.com/search/kb_index.jsp).

2.17 Zman

This section contains information about issues that might occur when you use the `zman` command line utility.

- ♦ [Section 2.17.1, “Zman help does not display in Chinese,” on page 24](#)
- ♦ [Section 2.17.2, “The `rpsv` and `rpgn` reporting `zman` commands fail on SLES 10,” on page 24](#)

2.17.1 Zman help does not display in Chinese

Using the `man zman` command for Simplified Chinese and Traditional Chinese doesn't display any help. It only displays the tilde (~) character.

Workaround: None.

2.17.2 The `rpsv` and `rpgn` reporting `zman` commands fail on SLES 10

The `rpsv` and `rpgn` reporting `zman` commands fail on SLES 10.

Workaround: Before executing the `rpsv` and `rpgn` commands, ensure that the specified destination path has the read-write-execute (rwx) permissions for all Linux users.

3 Legal Notices

Novell, Inc. makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc. makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc. reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

Any products or technical information provided under this Agreement may be subject to U.S. export controls and the trade laws of other countries. You agree to comply with all export control regulations and to obtain any required licenses or classification to export, re-export, or import deliverables. You agree not to export or re-export to entities on the current U.S. export exclusion lists or to any embargoed or terrorist countries as specified in the U.S. export laws. You agree to not use deliverables for prohibited nuclear, missile, or chemical biological weaponry end uses. Please refer to the [Novell International Trade Services Web page \(http://www.novell.com/info/exports/\)](http://www.novell.com/info/exports/) for more information on exporting Novell software. Novell assumes no responsibility for your failure to obtain any necessary export approvals.

Copyright © 2011 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

For Novell trademarks, see the [Novell Trademark and Service Mark list \(http://www.novell.com/company/legal/trademarks/tmlist.html\)](http://www.novell.com/company/legal/trademarks/tmlist.html).

All third-party trademarks are the property of their respective owners.